

ORIGINAL

OFFICIAL FILE

ILLINOIS COMMERCE COMMISSION

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COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

2008 JUN 13 A 11:05 AM

For Commission Use Only:

Case:

28-0390

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

NORMA C. Hines

Against (Utility name):

Peoples ENERGY / PEOPLES ENERGY

As to (Reason for complaint)

MY GAS BILLS ARE INCORRECT AND HAVE BEEN INCORRECT FOR THE LAST SEVERAL YEARS. PEOPLES ENERGY CLAIMED THEY HAVE GIVEN ME A CREDIT, HELD CREDIT, PRIOR TO THIS ISSUE ... HOWEVER THE BILLS ARE INCORRECT AND NEED TO BE ADJUSTED/RECALCULATED
in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

8239 S. MARSHFIELD, CHGO, IL 60620

The service address that I am complaining about is

8239 S. MARSHFIELD (BUILDING), IL 60620

My home telephone is

(773) 488-3234

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 562-3083

My e-mail address is hinesclione@yahoo.com

I will accept documents by electronic means (e-mail) ☒ Yes

☐ No

(Full name of utility company)

Peoples ENERGY / PEOPLES GAS

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83-11 admin. Part 200.100- unbilled service - 83-11 admin. Part 500.110;
83-11 admin. Part 500.220; 83-11 Admin Part 510; 83-11 Part 500-250

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- ① June 2006 - June 2008 - \$36,453.03
All bills for this time period are incorrect
And need to be recalculated. I have been
Charged a couple of deposits during this
period. However my bills must be recalculated
because they are incorrect.

Please clearly state what you want the Commission to do in this case:

I WANT THE COMMISSION TO MAKE PEOPLES ENERGY
RECALCULATE MY BILLS.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: June 10, 2008
(Month, day, year)

Complainant's Signature:

Noema C. Hines

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

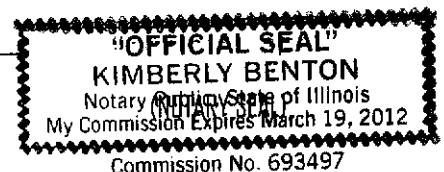
A notary public must witness the completion of this part of the form.

I, Noema C. Hines, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Noema C. Hines
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) June 11, 2008

Kimberly Benton
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.